



KENTUCKY EMPLOYEES' HEALTH PLAN  
501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601  
WWW.KEHP.KY.GOV

KEHP MEMO 18-07

To: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Go365 Customer Service

DATE: April 27, 2018

We are very pleased to announce that we have collaborated with Go365 to offer a more streamlined approach for our members to obtain customer service. In many instances, when members or agency liaisons contact our Member Services Branch or Enrollment Information Branch, we have to contact Go365 for resolution. The Go365 best practice approach will eliminate the middleman, which will result in faster resolution for our members.

Members should continue to call Go365 customer service at 855-478-1623. This will allow a more precise tracking and follow through. If members call our office, we will provide the phone number to contact Go365. In addition, members can obtain Go365 customer service assistance via:

- The Go365 Community page. There is valuable information within the community page with no need to sign in. Additionally, there is a link to the KEHP group community page that has LivingWell Promise FAQs and more.
- If you, or a member, are not able to login due to a username or password issue check out this link with helpful tips.

We are working with Go365 so that members will have an option to send secure email inquiries directly to Go365.

Please help spread the word, and we will send member communication out next week.